



Arnold Schwarzenegger, Governor

State of California  
*Employment Training Panel*

July 1, 2009

Carol Bradley, Regional Chief Nursing Officer  
Tenet Healthcare Corporation  
3 MacArthur Place, Suite 300  
Santa Ana, CA 92707

Dear Ms. Bradley:

**RE: FINAL MONITORING VISIT REPORT for Tenet Healthcare Corporation – ET08-0142**

<b>Date of the Visit:</b>	6/11/09
<b>Beginning/Ending Time:</b>	1:00 p.m. – 2:40 p.m.
<b>Date of Last Visit:</b>	11/20/08
<b>Visit Location:</b>	Santa Ana
<b>Persons in attendance:</b>	Carol Bradley, Regional CNO, Tenet California (via e-mail); Franceska DelColle, Sr. Admin. Assistant, Tenet California; Haissel Neira, Executive Assistant, Tenet California; and Krista Campion, Contract Analyst, Employment Training Panel
<b>Action Required:</b>	No

**CONTRACT INFORMATION**

<b>Term of Agreement:</b>	8/07/07 – 8/06/09	<b>Agreement Amount:</b>	\$893,772
<b>Training Start Date:</b>	8/07/07	<b>No. to Retain:</b>	583
<b>Date Training must be Completed:</b>	5/06/09	<b>Range of Hours:</b>	24 – 100
<b>Type of Trainee:</b>	SET Retrainee	<b>Weighted Ave. Hours:</b>	Job 1 – 78, Job 2 – 100

*ACTION ITEMS REMAINING  
FROM THE PRIOR VISIT:*

**None**

**FINAL REPORT SUMMARY**

SACRAMENTO CENTRAL OFFICE  
1100 J Street, 4<sup>th</sup> Floor  
SACRAMENTO, CA 95814  
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE  
4640 Lankershim Blvd., Suite 311  
NORTH HOLLYWOOD, CA 91602  
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE  
1065 East Hillsdale Blvd, Suite 415  
FOSTER CITY, CA 94404  
(650) 655-6930

SAN DIEGO REGIONAL OFFICE  
5353 Mission Center Road, Suite 110  
SAN DIEGO, CA 92108  
(619) 686-1920

- **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 10/29/07. Training commenced on this project on 8/07/07 and Ms. DelColle confirmed the last day of ETP training was 5/06/09, which allows for the 90-day retention period to be completed within the term of the Agreement – 8/06/09.

ETP processed two Agreement Modifications during the term of the Agreement: Modification No. 1 was approved on 11/25/08 and added Business Skills and Computer Skills to the menu curriculum for Job 2 trainees. Technical Modification No. 2 was approved on 7/01/09 which redistributed trainees and funds between Job Numbers 1 and 2; decreased the total number of trainees by 37 to 583; and decreased the Agreement amount by \$468 to \$893,772.

- **INTERVIEW WITH CAROL BRADLEY, REGIONAL CHIEF NURSING OFFICER, TENET CALIFORNIA**

This SET project was originally designed to enhance the competencies of its Registered Nurses (RN's) through training in Business Skills, Computer Skills and Advanced Technology at four Tenet Hospitals in Palm Springs, Fountain Valley, Lakewood, and Irvine. You reported that, overall, the ETP training has been critical to Tenet Healthcare's ability to provide needed training to its nursing staff at Fountain Valley Regional Hospital and Medical Center; Lakewood Regional Medical Center; and Desert Regional Medical Center. During the term of the Agreement your staff reported that the Irvine Medical Center was sold and no Irvine Center hospital retrainees qualified for reimbursement.

You stated that the ETP training has been instrumental in expanding the competencies and expertise of clinical registered nurses across a broad spectrum of clinical areas. In addition, the hospitals have been able to build business and leadership skills critical to the successful management of clinical operations. Finally, you stated that the ETP training has been an important investment in strengthening the existing workforce and ensuring that RN's have the competencies and knowledge required for their jobs.

According to your staff, Tenet Healthcare was challenged with balancing training needs and staffing schedules, and therefore, many nurses did not complete at least 24 hours of training to qualify for reimbursement and, therefore, were dropped (see projected earnings below).

**PROJECT STATUS PROVIDED BY THE CONTRACTOR**

Job Number	Number Specified in Agreement	Number Enrolled	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed at least the Minimum Hours	Number of Trainees Completed Retention
1	393	903	628	199	27
2	190	747	128	135	52
Totals:	583	1,650	756	334	99

**PROJECTED EARNINGS / NUMBER TO RETAIN**

Ms. DelColle reported that 334 retrainees (57% of planned trainees) have completed the minimum number of hours to qualify for reimbursement, which is confirmed in the ETP class/lab tracking system. The per trainee reimbursement for class/lab training is based on the total actual number of training hours completed for each trainee, provided the minimum (24) and no more than the maximum (100) class/lab training hours are completed, and all other Agreement terms and conditions are met.

The 334 retrainees referenced above have completed from 24 to 100 hours of class/lab and Advanced Technology (AT) training, for a grand total of 20,694 hours of training. **This equates to a potential reimbursement of \$524,444, assuming that all Agreement performance requirements are met.** This amount is approximately 59% percent of the Agreement amount.

**CLOSEOUT INVOICE**

To date, Tenet Healthcare has been reimbursed by ETP a total of \$152,191, of which \$57,196 is considered *earned*. Ms. Campion advised your staff that the closeout invoice should be submitted to the ETP Fiscal Unit in Sacramento no later than 30 days after the end term date of the Agreement or by 9/06/09.

**10-HOUR REPORT – TRACKING DATA ENTRY**

The ETP class/lab tracking system 10-Hour Report reflects that 95 retrainees have received up to 12 hours of training per day for each day of Clinical/Preceptor training. Given that nurses work 12 hour shifts, this report is an accurate depiction of training, according to your staff.

### **ATTENDANCE ROSTERS**

<b>Attendance Rosters reviewed:</b>	<b>7 trainees' rosters covering 3/06/08 – 4/09/09</b>	<b>Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.</b>	<b>YES</b>
<b>Information contained in rosters reviewed was consistent with the hours reported on-line?</b>			<b>YES</b>

### **AUDIT**

Tenet Healthcare Corporation will be notified in writing if this Agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

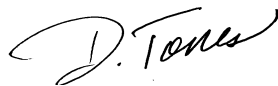
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

### **RECORD RETENTION**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Ms. Campion at 619-686-1917, or at [kcampion@etp.ca.gov](mailto:kcampion@etp.ca.gov), within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in cursive script, appearing to read "D. Torres".

Diana Torres, Manager  
San Diego Regional Office

A handwritten signature in cursive script, appearing to read "Krista Campion".

Krista Campion, Contract Analyst  
San Diego Regional Office

cc: Franceska DelColle, Sr. Admin. Assistant, Tenet Healthcare  
Haissel Neira, Executive Assistant, Tenet Healthcare  
Kulbir Mayall, ETP Fiscal Manager  
Master File  
Project File